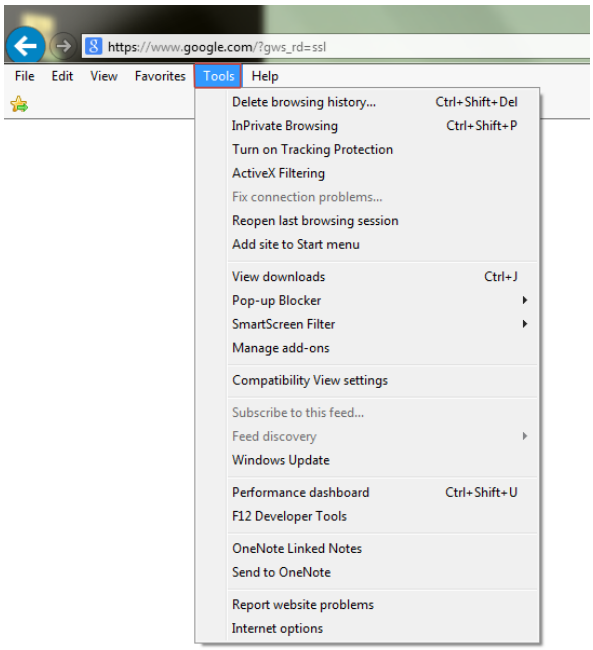
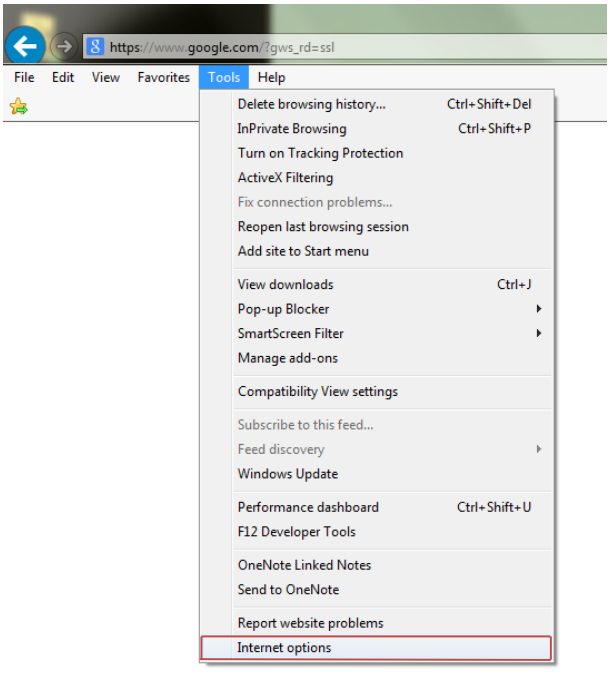
Configuring Internet Explorer for JTDI Access

This documentation will work for Internet Explorer 11 or lower.

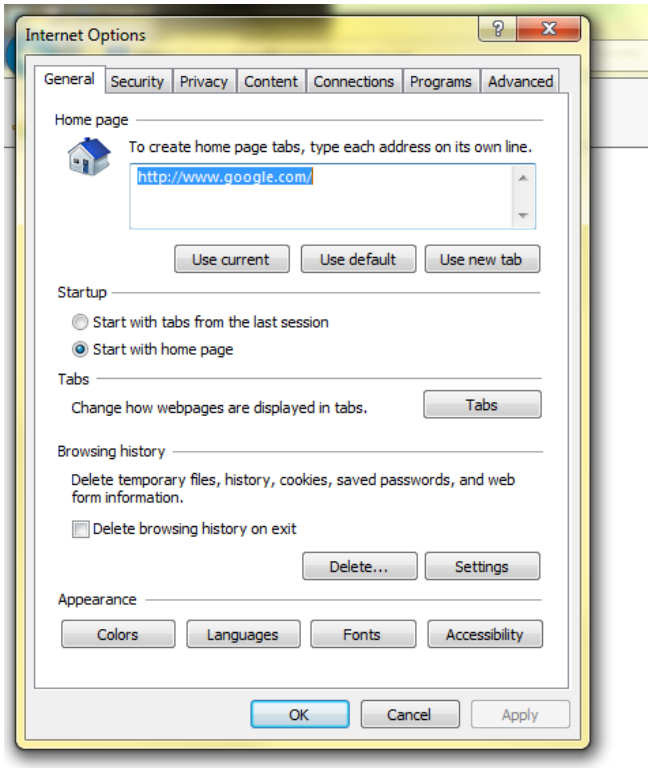
1. Open your web browser and select “Tools”



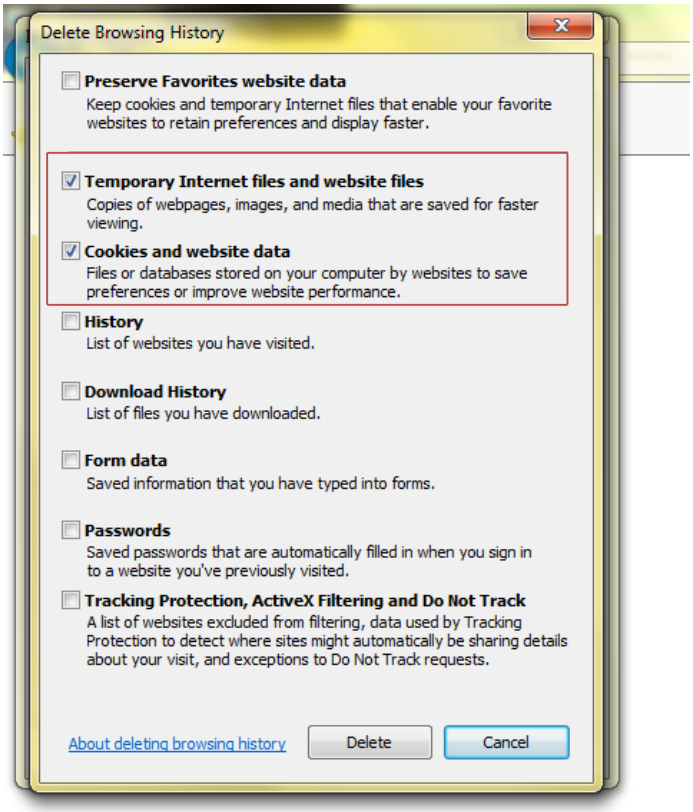
2. Select “Internet Options”



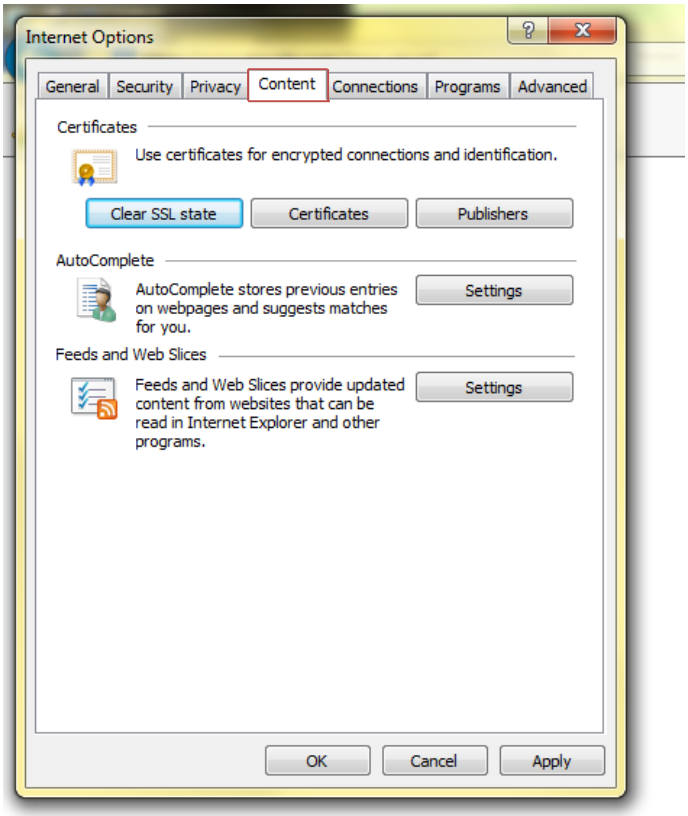
3. Select the “Delete” button in the browsing history section



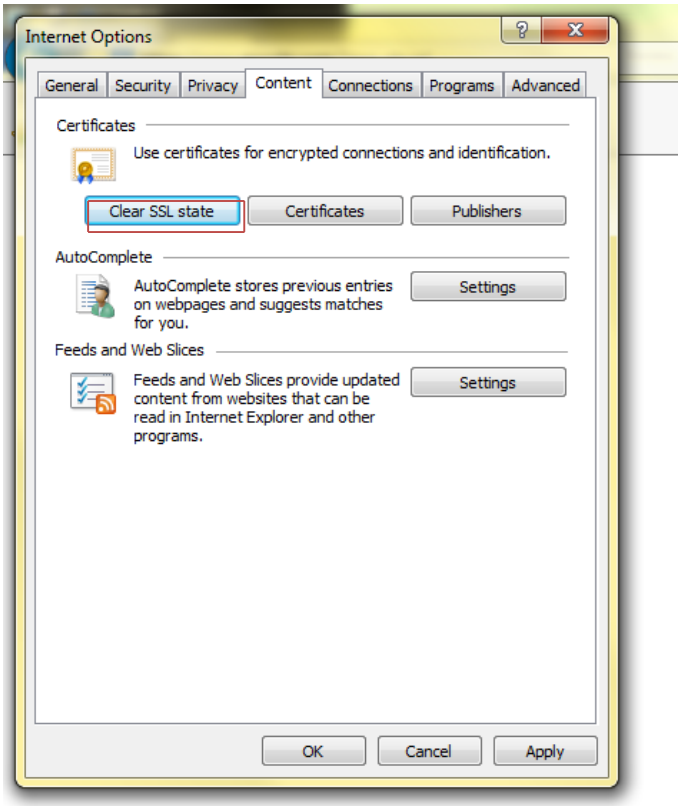
4. Delete “Temporary Internet files and website files” and “Cookies and website data”



5. Next select the “Content” tab



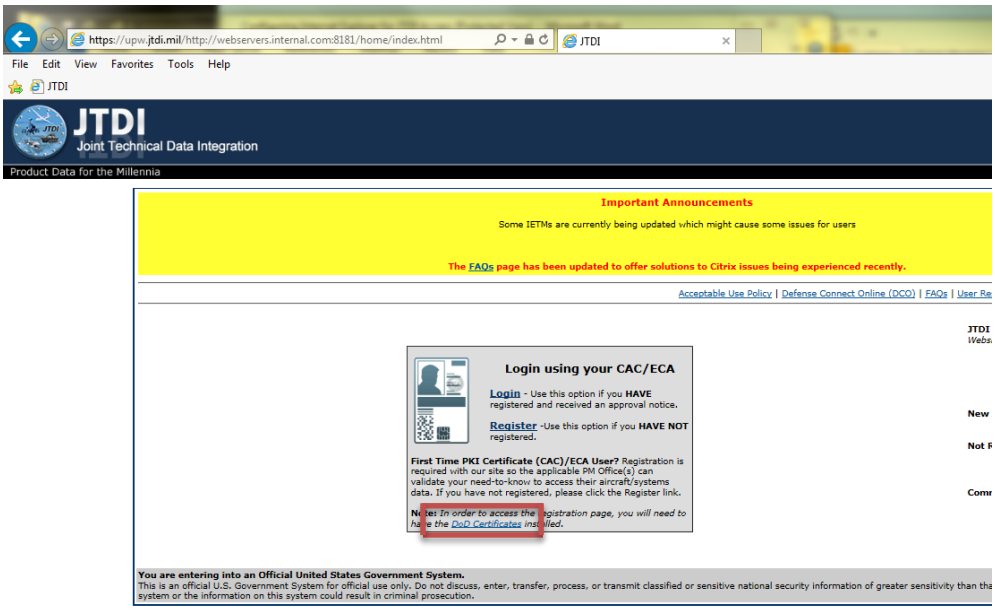
6. Select “Clear SSL state”, then “OK” on the following window to confirm.



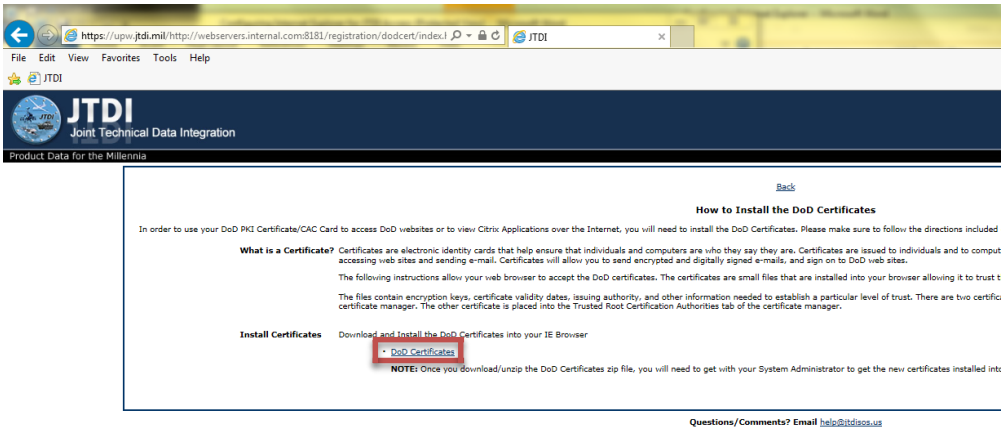
7. Select “Apply” and then “OK” – Close ALL Internet Explorer windows and then attempt to access https://www.jtdi.mil

If you have never before accessed the JTDI website please continue to step 11. If you have accessed in the past, please contact the helpdesk for further assistance.

8. Select “DoD Certificates”

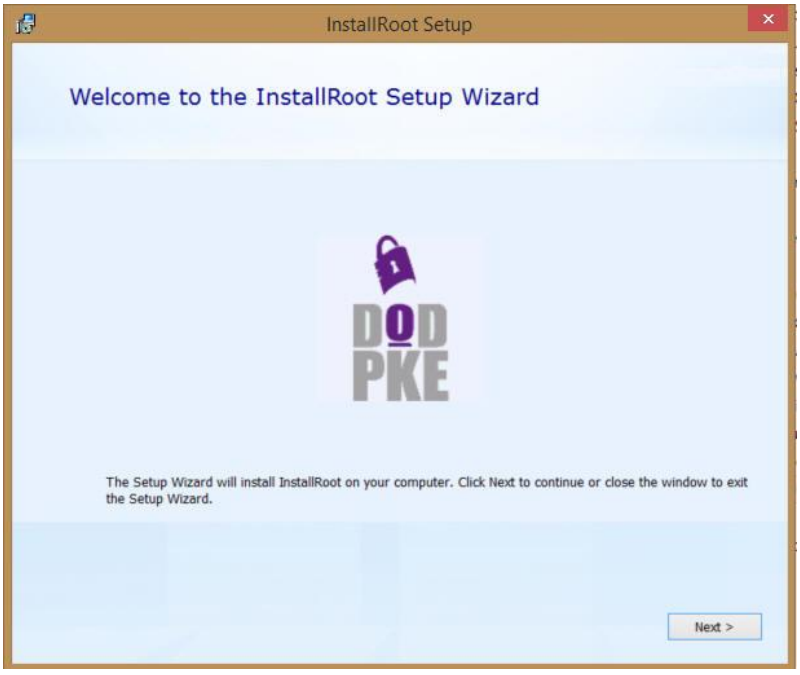


9. Select “DoD Certificates” once again after reading the “How to install DoD Certificates” instructions to download the InsallRoot 4.1.

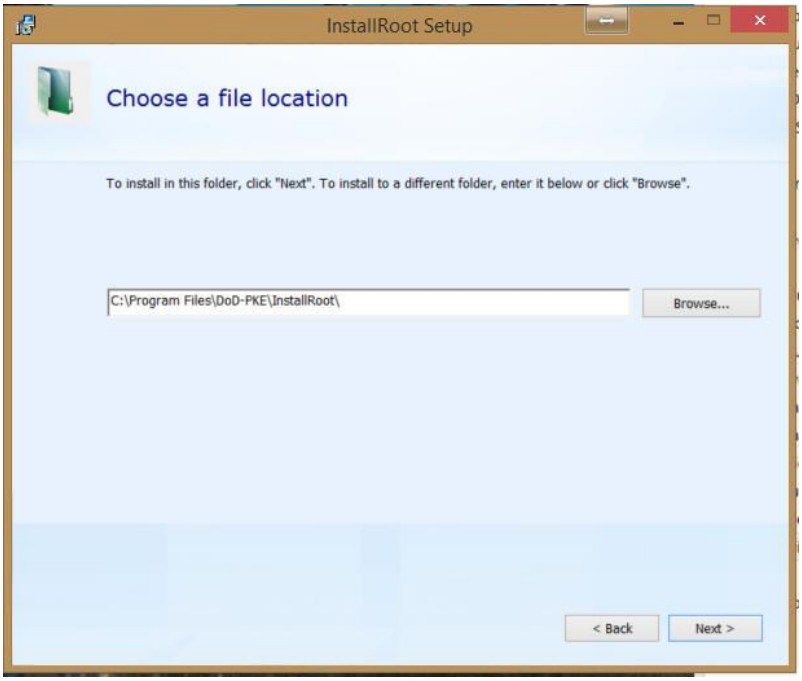


Direct link (URL: http://iasecontent.disa.mil/pki-pke/InstallRoot_NonAdmin_4.1.msi)

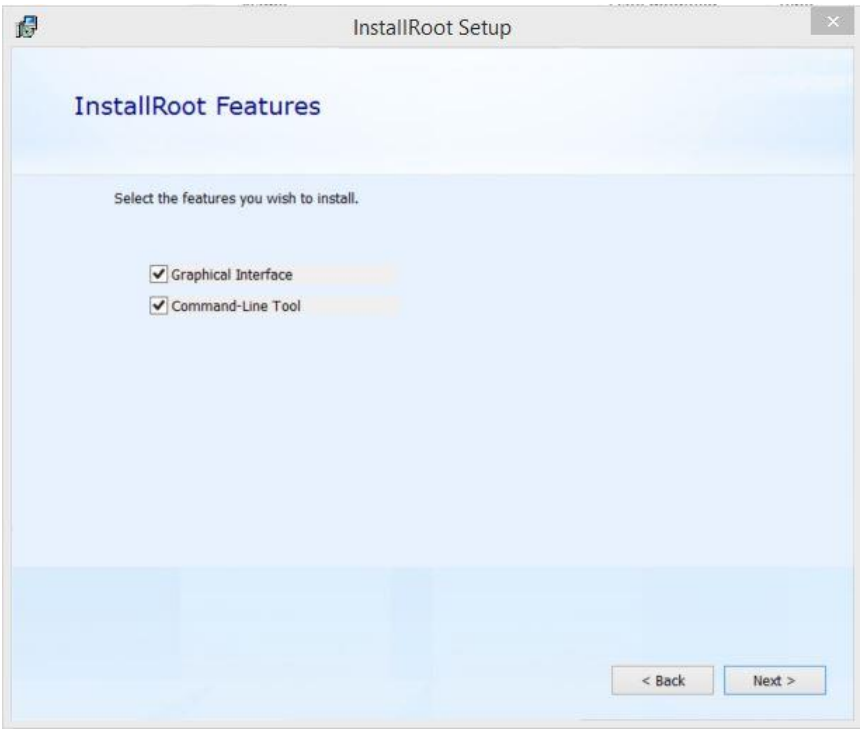
10. Select: *Next*



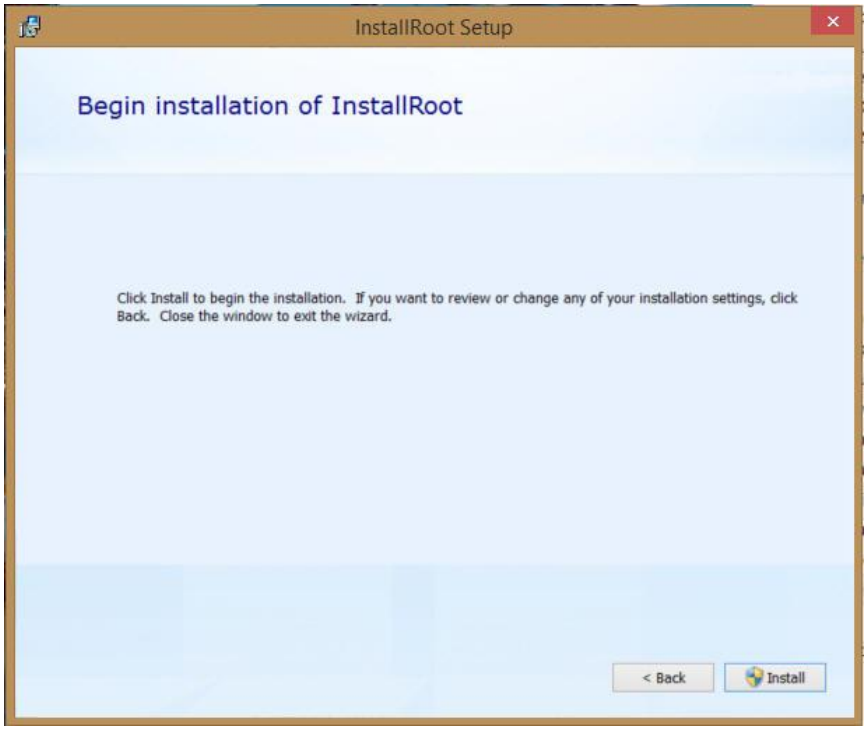
11. Select: *Next*



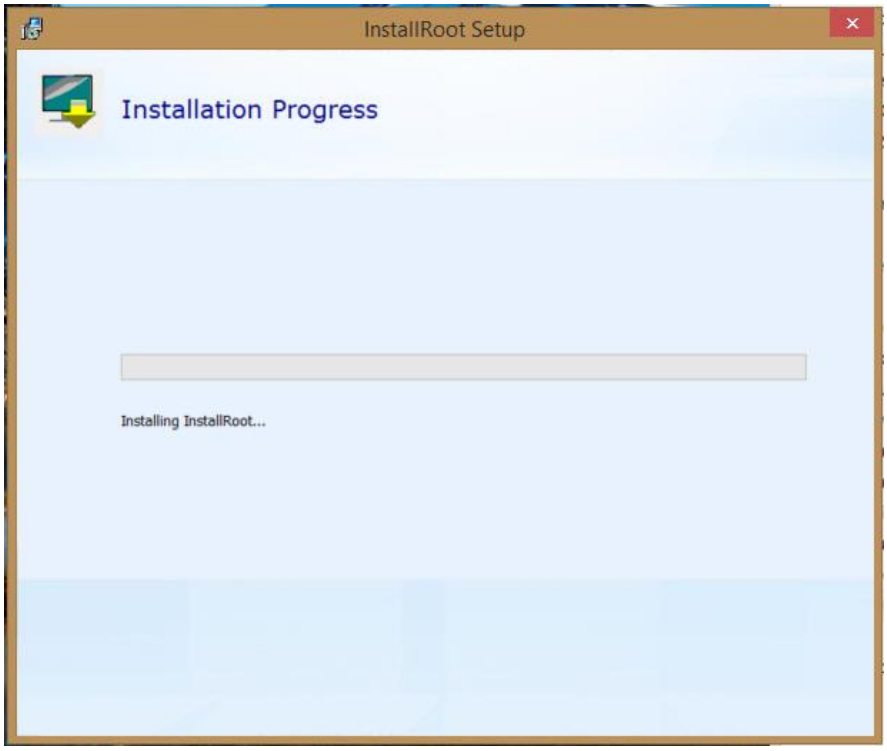
12. Select: *Next*



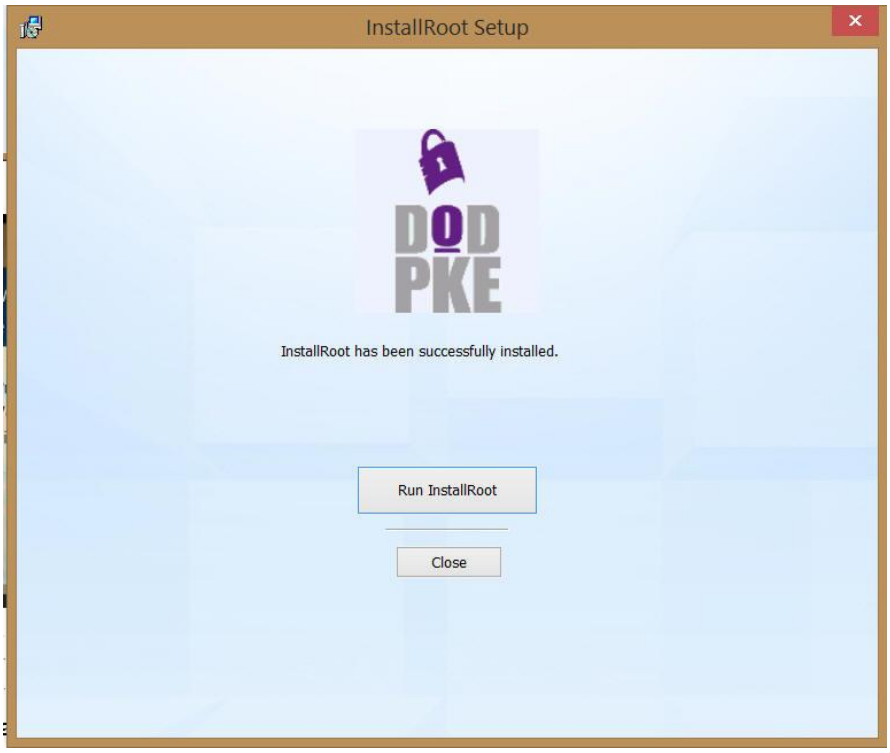
13. Select: *Install*



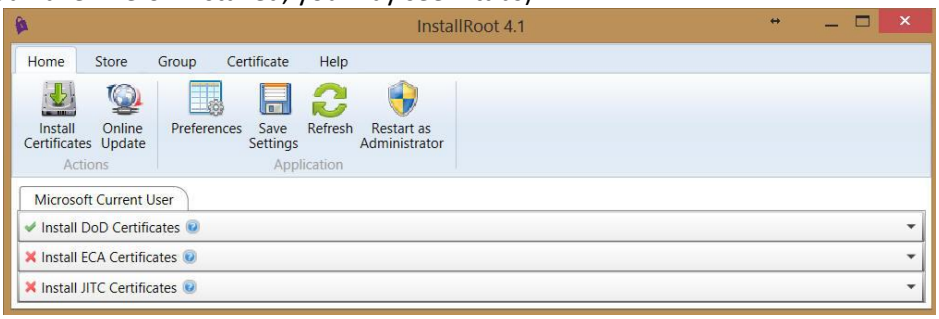
14. Wait for installation to start.



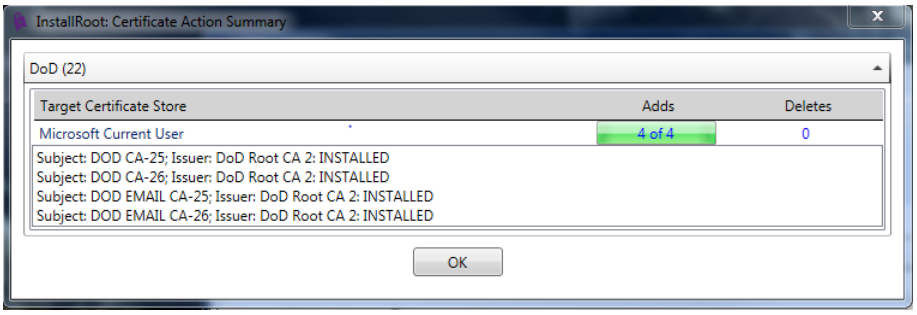
15. Select: *Run InstallRoot*



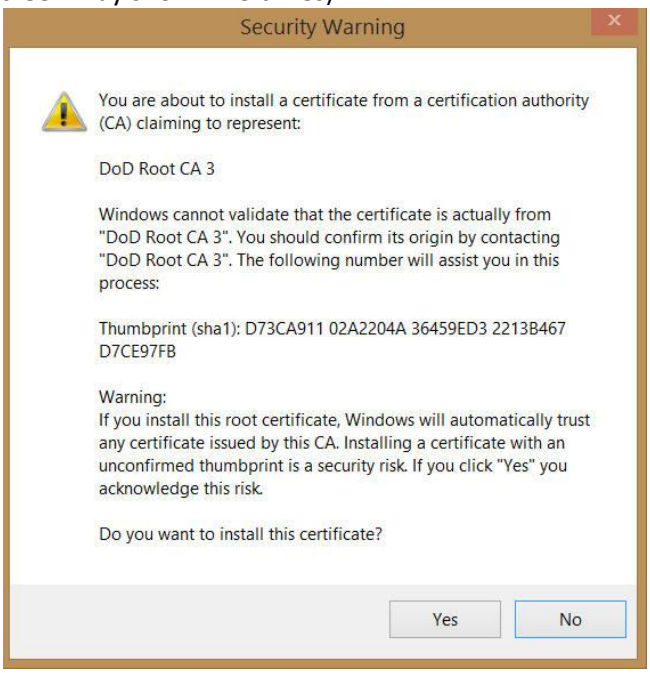
16. Click: *Install Certificates*
    (If you have Firefox installed, you may see 2 tabs)



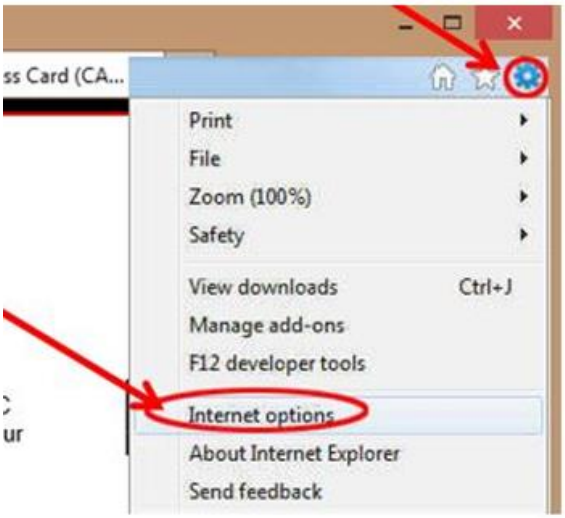
Select: ok.



17. Select *Yes*, (this screen may show 2 - 3 times)

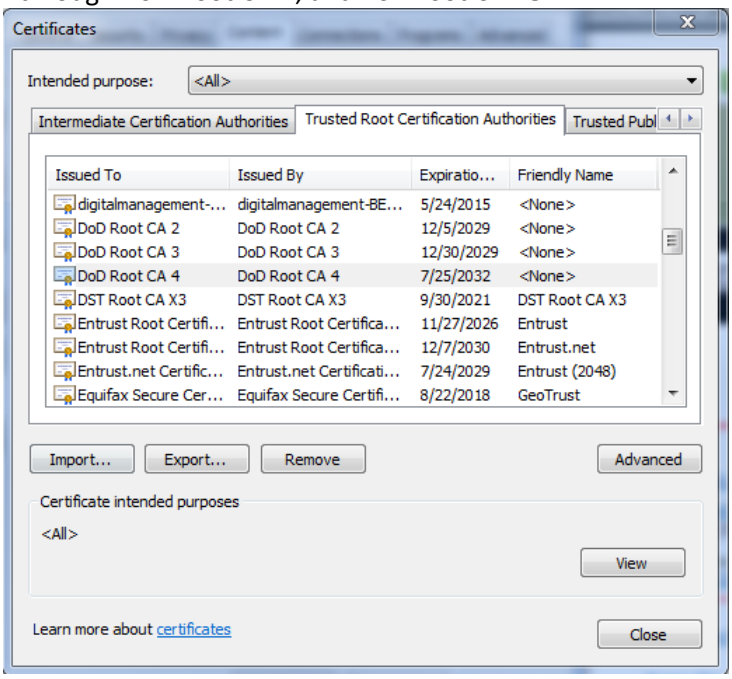


18. Open Internet Explorer, Select: *Tools, Internet Options*

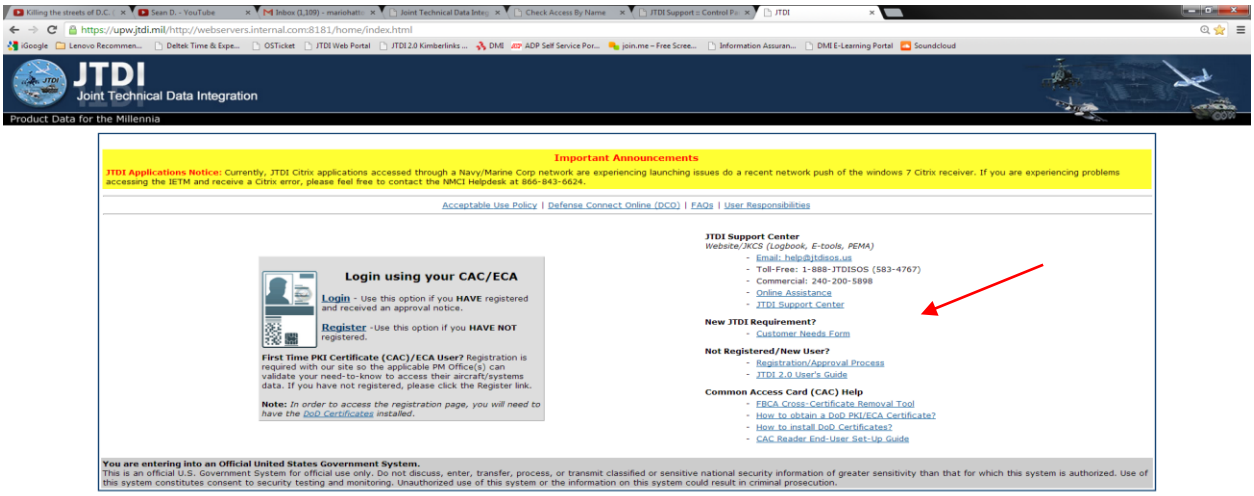


19. Select Content (tab), Certificates (button)

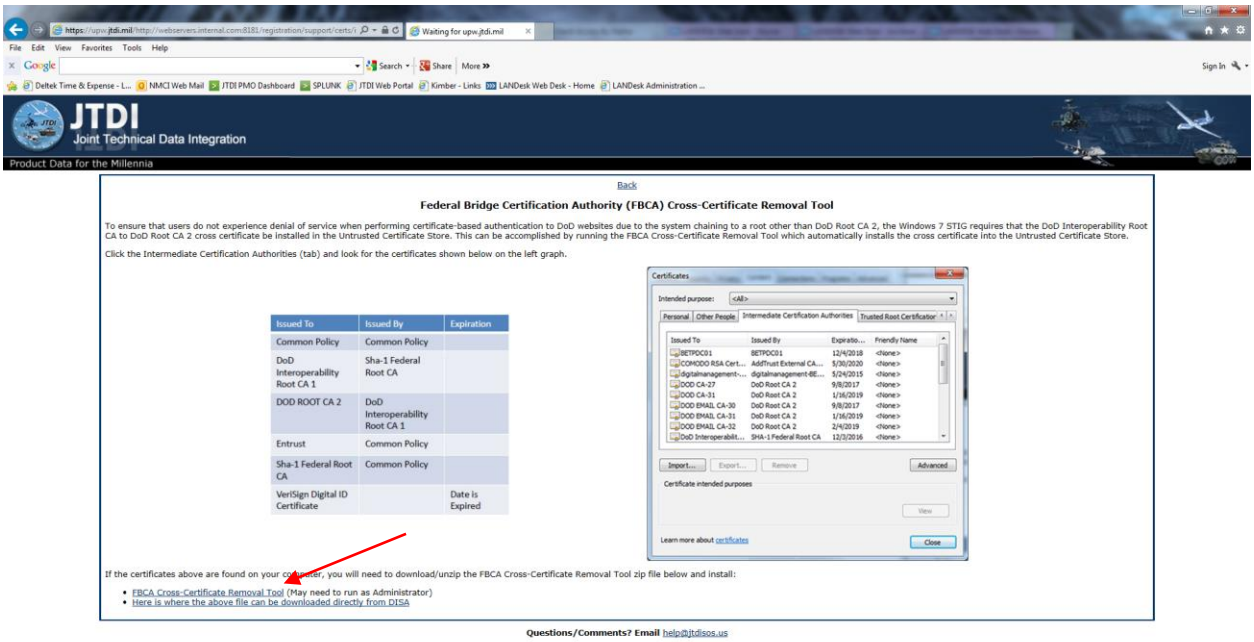
20. Open Trusted Root Certification Authorities (tab) to verify you have: *DoD Root CA 2* through *DoD Root CA 4*, and *DST Root CA X3.*



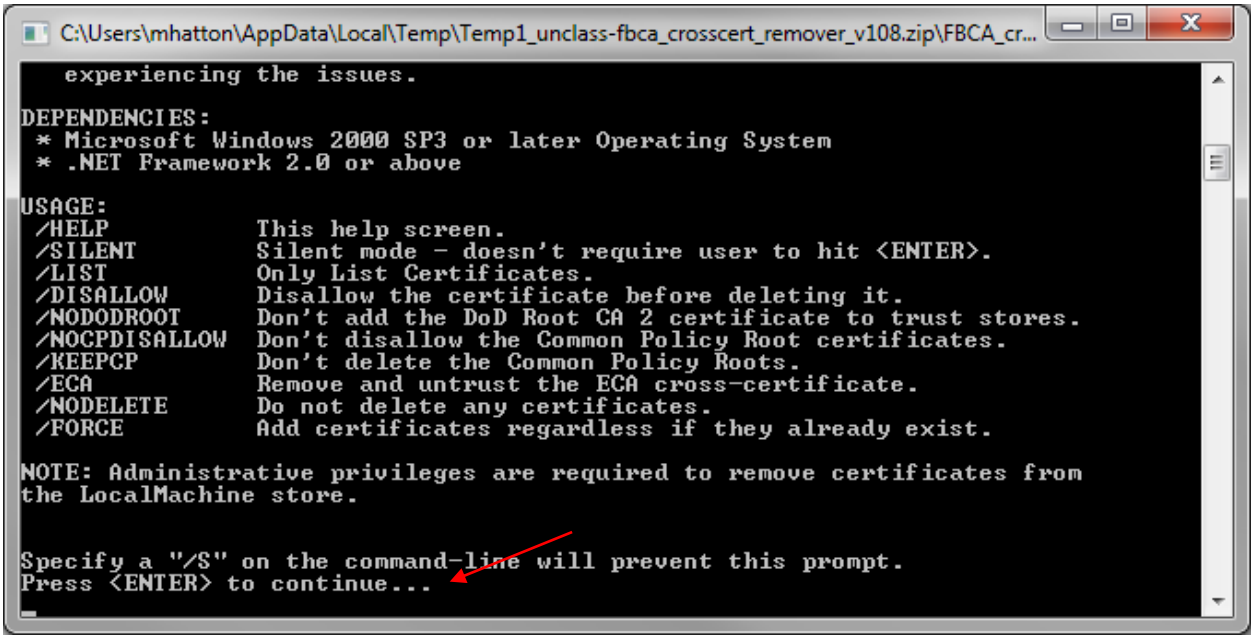
21. When complete go back to the login/register page, and on the right side of the page, in the column of text, select *FBCA Cross-certificate Removal Tool* located under the bolded header labeled "**Common Access Card (CAC) Help**."



22. Select the DOD FBCA Cross certificate removal tool again located in the bottom left hand corner. Here you will need to download/unzip the FBCA Cross-Certificate Removal Tool zipped file to your desktop, then unzip and install the file.



23. A DOS command prompt will appear prompting you to press enter.



24. When the install is complete you will see "finished" following by an admin warning. Press enter to finish. Once completed close and reopen you browser and attempt to log into JTDI.